



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects

1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

03-DEC-2009

Repository ☐

Reference No.  
10294385

OWNER INFORMATION (Type or Print)

Name

Address

City

SHAVER TOWN

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JTJHF10U52

Make

LEXUS

Model

RX300

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

04-MAY-2006

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

43433

Failure Speed

55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment  
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2002 RX300 LEXUS. WHILE DRIVING 55 MPH ON A HILL, THE VEHICLE ACCELERATED ON ITS OWN AND THE PEDAL WAS STUCK TO THE FLOOR. SHE WAS ONLY ABLE TO STOP THE VEHICLE AFTER SHIFTING INTO NEUTRAL GEAR. THE CONTACT SHUT THE ENGINE OFF AND ATTEMPTED TO EXIT THE VEHICLE; HOWEVER, THE DOORS FAILED TO OPEN UNTIL SHE RESTARTED THE VEHICLE. THERE WAS A LOUD NOISE PRESENT IN THE ENGINE AFTER RESTARTING THE VEHICLE; HOWEVER, THE VEHICLE BEGAN MOVING IN REVERSE. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE VEHICLE WAS PURCHASED. THE DIAGNOSTIC COMPUTER TEST INDICATED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE DEALER STATED THAT THE FLOOR MATS COULD HAVE CAUSED THE FAILURE; ALTHOUGH, THE HOOKS WERE SECURELY FASTENED ONTO THE FLOOR MATS. THE FAILURE OCCURRED ON ONE OCCASION. THE FAILURE MILEAGE WAS 43,433 AND THE CURRENT MILEAGE WAS 73,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Confirmation # 10293485

350845 NHTSA

27002

UNIT# L6286A

\*INVOICE\*

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SHAVERTOWN, PA

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 2479 EARL KOFFLER

| COLOR                                               | YEAR          | MAKE/MODEL                                      | VIN           | LICENSE | MILEAGE IN/ OUT | T         |
|-----------------------------------------------------|---------------|-------------------------------------------------|---------------|---------|-----------------|-----------|
| GOLD                                                | 02            | LEXUS RX 300                                    | JTJHF10U520   |         | 43433/43450     | T23       |
| DEL DATE                                            | PROD. DATE    | WARR. EXP.                                      | PROMISED      | PO NO.  | PAYMENT         | INV. DATE |
| 30APR02                                             | IS02MAR02     |                                                 | 16:30 07MAY06 |         | CASH            | 04MAY06   |
| R.O. OPENED                                         | READY         | OPTIONS: STK:L6286A DLR:67227 ENG:1MZ-FE 1)MILE |               |         |                 |           |
| 17:46 03MAY06                                       | 16:14 04MAY06 | ONE 72/75,000 MILES 2)\$ODED (ELITE PLUS)       |               |         |                 |           |
| 3) CONTRACT #141459165 4) EXP 10/15/09 OR (More...) |               |                                                 |               |         |                 |           |
| LINE                                                | OPCODE        | TECH                                            | TYPE          | HOURS   | LIST            | NET       |
| A VEHICLE BEING TOWED IN-                           |               |                                                 |               |         |                 |           |
| NWP NO WORK PERFORMED.                              |               |                                                 |               |         |                 |           |
| 2441 CLM 0.00                                       |               |                                                 |               |         | 0.00            | 0.00      |

43433  
\*\*\*\*\*  
B CUSTOMER REPORTS ACCELERATOR STICKING-WAS UNABLE TO STOP VEHICLE-PUT  
IN NEUTRAL L.G.  
J ENGINE  
2441 CLM 0.00 0.00 0.00

43433 SCAN ENGINE NO CODES ROAD TEST BRAKES OPERATING PROPERLY CRUISE  
CONTROL OPERATING PROPERLY CHECK CABLES WAS FLOOR MAT STUCK ON  
ACCELERATOR ????? CHECK UNDERCARRIAGE  
\*\*\*\*\*  
C CUSTOMER REPORTS A LOUD NOISE WHEN STARTING VEHICLE  
J MAY BE RELATED TO LINE B  
2441 CLM 0.00 0.00 0.00

43433 DID NOT VERIFY CUSOTMERS CONCERN AT THIS TIME T ECH TEST DROVE  
VEHICLE FOR 18MILES WRITER ALSO TEST DROVE VEHICLE FOR AND ADDITION 10  
MILES FO UND NO FAULTS WITH VEHICLE AT THIS TIME SCANNED FOR CODE FOUND  
NO FAULT CODES IN VEHICLE AT TH IS TIME  
\*\*\*\*\*  
D CUSTOMER STATES THAT TO CHECK VEHICLE IT DID NOT STOP WHILE BRAKING  
DOWN HILL ONCE CAR WAS PULLED OVER TURNED CAR ON AGAIN HEARD  
ALOUD NOISE  
N ELECTRICAL  
2441 CLM 0.00 0.00 0.00

43433  
\*\*\*\*\*  
E\*\* CUSTOMER STATES THAT TO CHECK VEHICLE THE DOOR LOCKS DID NOT UNLOCK  
WHEN CAR SHUT OFF THE FIRST TIME  
N ELECTRICAL  
2441 CLM 0.00 0.00 0.00

43433 OPERATING AS DESIGNED  
\*\*\*\*\*

| <p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN: SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p> | <p>STATEMENT OF DISCLAIMER<br/>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> | DESCRIPTION            | TOTALS |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | LABOR AMOUNT           |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | PARTS AMOUNT           |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | GAS, OIL, LUBE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | SUBLET AMOUNT          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | MISC. CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | TOTAL CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | LESS INS / DISC        |        |
| SALES TAX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                        |        |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                   | PLEASE PAY THIS AMOUNT |        |

CUSTOMER COPY